



MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Violet Varona-Lukens, Executive Officer
Clerk of the Board of Supervisors
383 Kenneth Hahn Hall of Administration
Los Angeles, California 90012

Chief Administrative Officer
Director of Children and Family Services

At its meeting held January 6, 2004, the Board took the following action:

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The following item was called up for consideration:

Supervisor Knabe's recommendation to instruct the Director of Children and Family Services to report back to the Board within 30 days on the feasibility of negotiating with an existing warmline service to provide telephone lines for general information and/or referrals without compromising child safety provided by the Department of Children and Family Services' Child Protection Hotline.

Supervisor Knabe made the following revised statement:

"Each year, the Department of Children and Family Services' Child Protection Hotline receives approximately 200,000 telephone calls per year. Of these calls, approximately 58% are requests for non-child abuse referrals and general information. DCFS has the responsibility to investigate all allegations of abuse and neglect in Los Angeles County. Allegations of Child Abuse and Neglect are primarily made through the Child Protection Hotline. The Hotline has a limited number of telephone lines and Social Workers to provide coverage for these calls 24 hours a day, 7 days a week.

"The Department has been mandated by this Board to reduce telephone wait times and the number of abandoned calls to the Child Protection Hotline. Often, the caller might be better served by an information and referral service, freeing up child protection social workers to devote more time to situations of abuse and severe neglect.

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“It is important to reduce overall call volume by diverting information-only telephone calls as well as to coordinate with available resources to provide seamless services to the public.”

Dr. David Sanders, Director of Children and Family Services, Merritt Holloway and Candace Owen addressed the Board.

After discussion, on motion of Supervisor Knabe, seconded by Supervisor Antonovich, unanimously carried, the Chief Administrative Officer and Director of Children and Family Services were instructed to:

1. Report back to the Board within 30 days on the feasibility of utilizing an information and referral service to provide telephone lines for callers requiring general information and/or referrals for services, without compromising child safety; and
2. Explore the possibility of incorporating this service into the County's plan for a 2-1-1 system.

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